

# SAPPHIRE CULINARY GROUP

## MEALS TO GO | SIGN UP INSTRUCTIONS

Complete instructions for setting up your account are included below. Cut off time for orders is 2:00 p.m. the day prior to pick up or delivery. Food will be refrigerated with the option to freeze. Please consume food within 3 days and 1 week if you choose to freeze. (Reheat instructions included.)

## SETTING UP YOUR ACCOUNT

Select PLACE ORDER

1. Click on Create an Account.
2. Complete Account Details – Please provide accurate contact information.
  - Select “Take Out – Family Meals”
3. Click the Terms and Conditions box and select Create an Account.
4. Prior to log in, check your inbox & spam for the verification email from Sapphire Culinary Group. Click to “verify” and you will be prompted to log in. Your account is now active, and you may add funds to your account.
  - Note: Yahoo has been blocking our verification link. If possible, please use an alternate email. If you do not have an alternative, please contact us directly and we will manually send you a link.

## ADDING PAYMENT

5. To add a payment method, click on “+ Add Payment Method” and add your preferred method of payment.
  - We accept Visa, Mastercard, Amex-Debit or Credit
  - You can also set up ACH: Payment direct from your bank account
6. Once payment method is added, you may click the load button and input amount. You may elect to have auto reload. This can be done through the Manage Auto Reload option.  
*\*Note: If your billing address is in Ranch Santa Margarita, please list your city as “Ran San Mar”*

## PLACING ORDERS

1. Under your profile on the dashboard, click on Lunch Calendar. Select the date for pick up or delivery.
2. Once you have selected the day, you will be able to view the menu items with descriptions.
  - Orders are to be placed by 2:00 p.m. the day prior to pick up or delivery
  - You may order a week of meals at a time, to be picked up / delivered on a single day.
3. Once you have finished your selections, select “Save”.
4. To view your orders, please see the Lunch Calendar under individual dates.
5. You can edit your orders up until 2:00 p.m. the day prior to delivery.

## VIEWING ORDER HISTORY

1. In the top right-hand corner of your account dashboard, open the drop-down menu next to your account name. Select My Account.
2. Click on “History”.
  - “Order History” will have a drop-down V and will list the item details by date.

Have questions, please contact our team at:  
familymeals@sapphirellc.com